

DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

Patient Satisfaction Survey (FY 2022 Overview Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

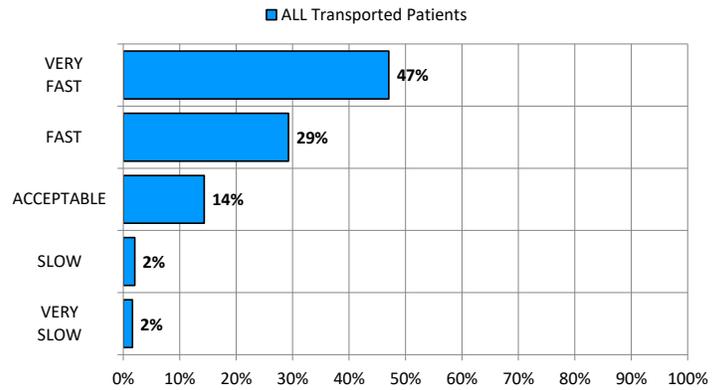
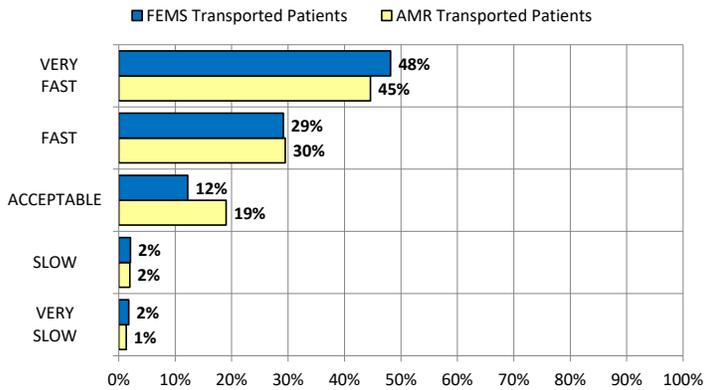


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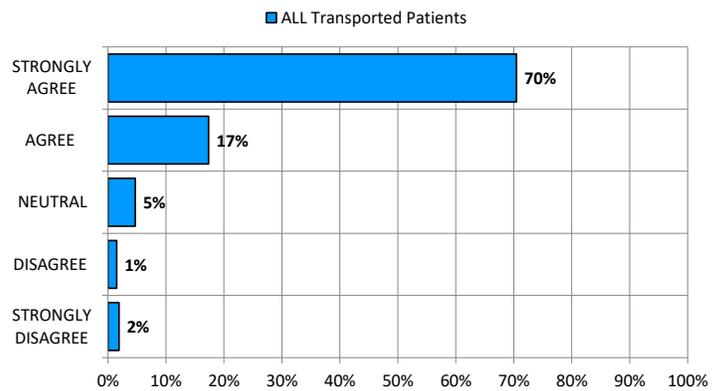
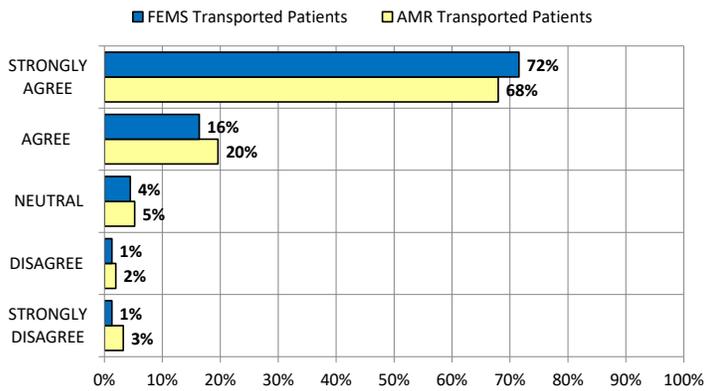
Patient Satisfaction Survey (FY 2022 Detailed Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

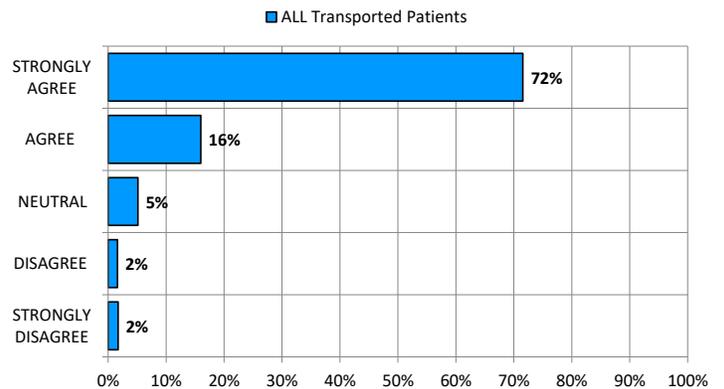
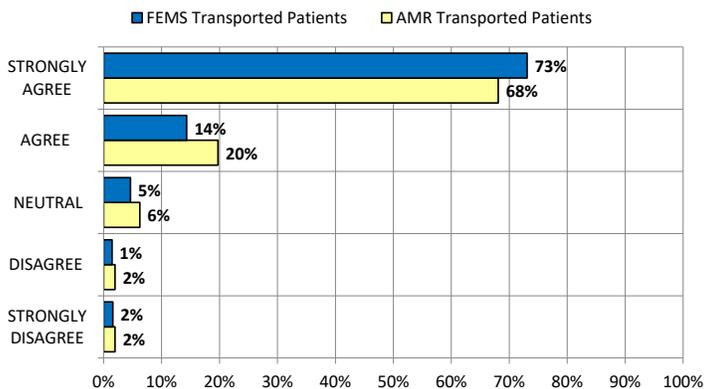
1. (Speed of Response) After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



2. (Professionalism) Did Fire and EMS personnel look and act professional?



3. (Competence) Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

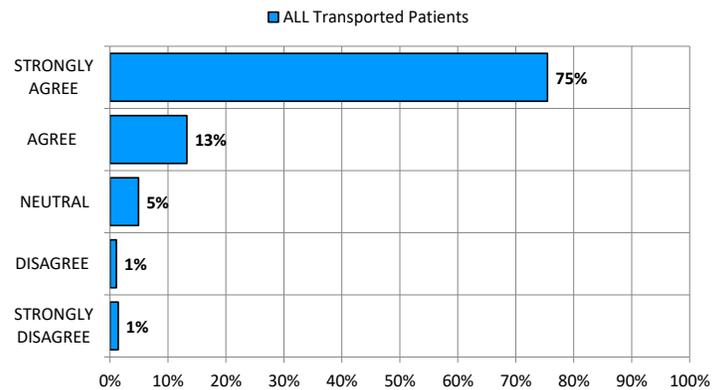
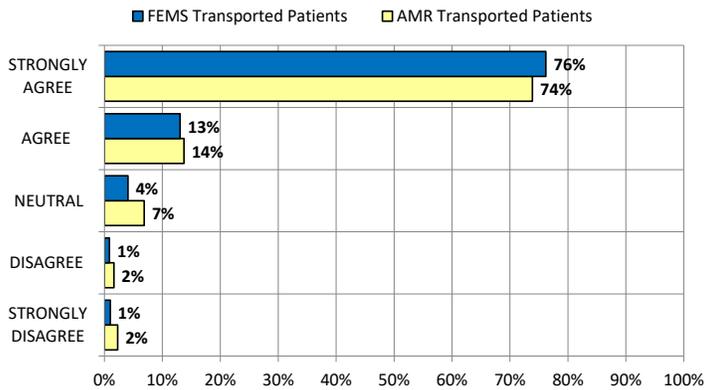


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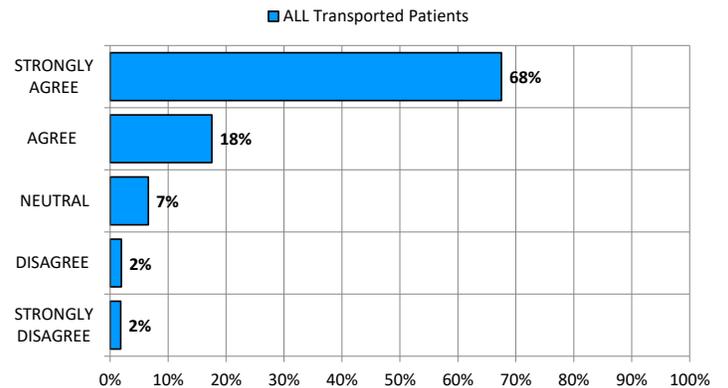
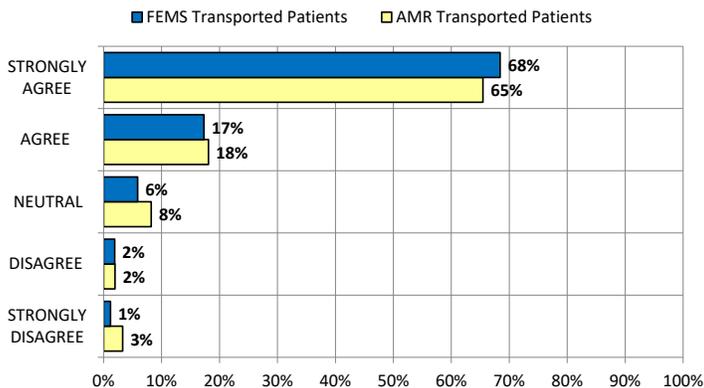
Patient Satisfaction Survey (FY 2022 Detailed Results)

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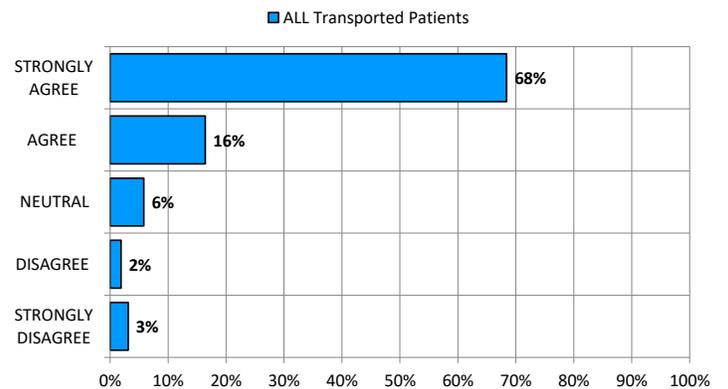
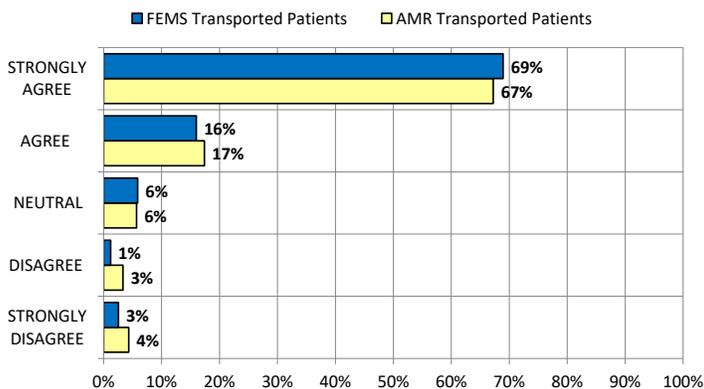
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



5. (Patient Interaction) Did Fire and EMS personnel keep you informed about what they were doing?



6. (Empathy for Patient) Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

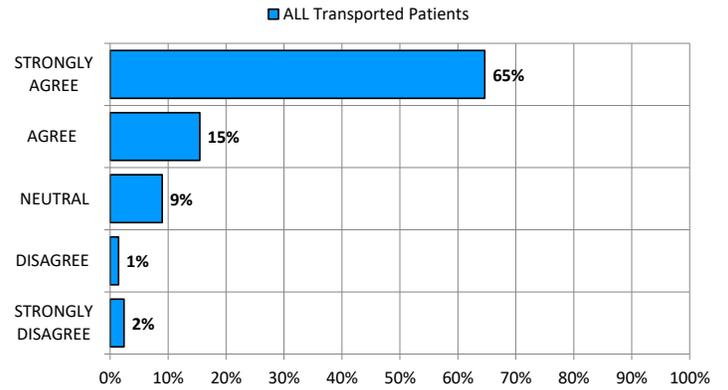
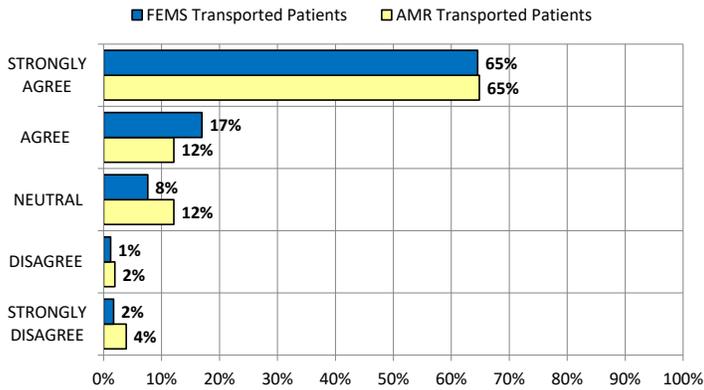


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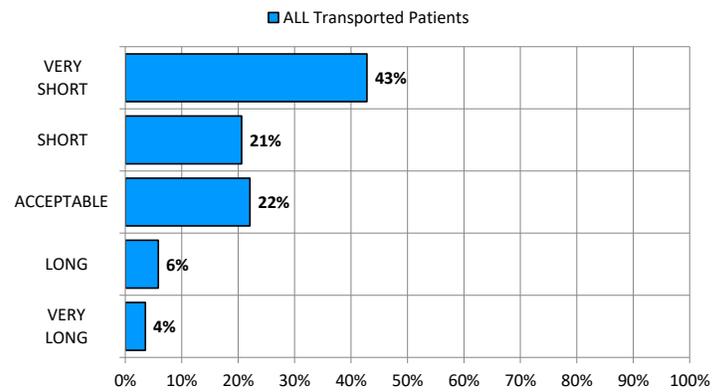
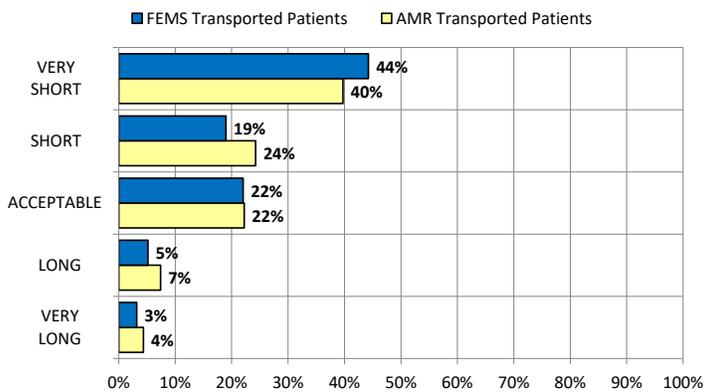
Patient Satisfaction Survey (FY 2022 Detailed Results)

Number of Respondents = 1,023 (99% Confidence, 4.0% Error)

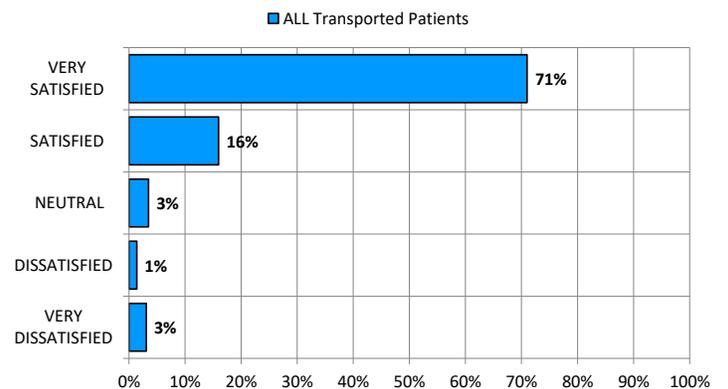
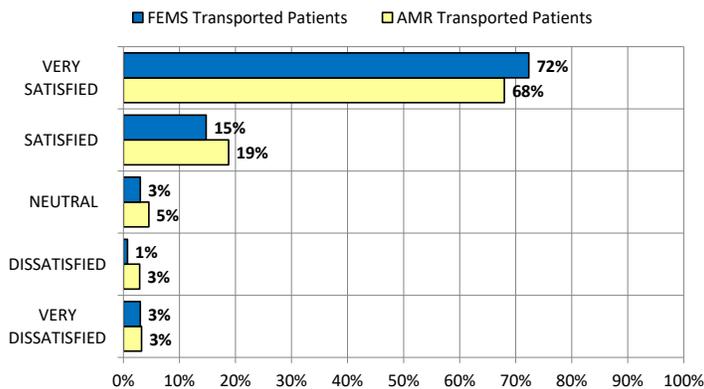
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



8. (Hospital Turnover Time) After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?



9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?



Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	16	2%
		2	SLOW	20	2%
		3	ACCEPTABLE	141	14%
		4	FAST	288	29%
		5	VERY FAST	463	47%
		6	CAN'T ANSWER	0	0%
		7	BLANK	56	6%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	19	2%
		2	DISAGREE	15	1%
		3	NEUTRAL	47	5%
		4	AGREE	174	17%
		5	STRONGLY AGREE	706	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	41	4%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	17	2%
		2	DISAGREE	16	2%
		3	NEUTRAL	51	5%
		4	AGREE	159	16%
		5	STRONGLY AGREE	712	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	40	4%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	14	1%
		2	DISAGREE	11	1%
		3	NEUTRAL	49	5%
		4	AGREE	132	13%
		5	STRONGLY AGREE	751	75%
		6	CAN'T ANSWER	0	0%
		7	BLANK	38	4%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	18	2%
		2	DISAGREE	19	2%
		3	NEUTRAL	65	7%
		4	AGREE	173	18%
		5	STRONGLY AGREE	665	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	45	5%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	30	3%
		2	DISAGREE	18	2%
		3	NEUTRAL	56	6%
		4	AGREE	158	16%
		5	STRONGLY AGREE	658	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	4%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	20	2%
		2	DISAGREE	12	1%
		3	NEUTRAL	75	9%
		4	AGREE	129	15%
		5	STRONGLY AGREE	539	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	59	7%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	34	4%
		2	LONG	56	6%
		3	ACCEPTABLE	211	22%
		4	SHORT	197	21%
		5	VERY SHORT	409	43%
		6	CAN'T ANSWER	0	0%
		7	BLANK	48	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	31	3%
		2	DISSATISFIED	14	1%
		3	NEUTRAL	35	3%
		4	SATISFIED	161	16%
		5	VERY SATISFIED	715	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	51	5%
11	Comments included?	1	YES	405	40%
		2	NO	618	60%
12	Name included?	1	YES	996	97%
		2	NO	27	3%
13	Telephone number included?	1	YES	791	77%
		2	NO	232	23%
14	E-mail included?	1	YES	498	49%
		2	NO	525	51%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	12	2%
		2	SLOW	14	2%
		3	ACCEPTABLE	83	12%
		4	FAST	198	29%
		5	VERY FAST	327	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	45	7%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	9	1%
		2	DISAGREE	9	1%
		3	NEUTRAL	31	4%
		4	AGREE	114	16%
		5	STRONGLY AGREE	498	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	35	5%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	11	2%
		2	DISAGREE	10	1%
		3	NEUTRAL	32	5%
		4	AGREE	99	14%
		5	STRONGLY AGREE	505	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	34	5%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	7	1%
		2	DISAGREE	6	1%
		3	NEUTRAL	28	4%
		4	AGREE	90	13%
		5	STRONGLY AGREE	525	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	33	5%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	8	1%
		2	DISAGREE	13	2%
		3	NEUTRAL	40	6%
		4	AGREE	118	17%
		5	STRONGLY AGREE	466	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	36	5%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	17	3%
		2	DISAGREE	8	1%
		3	NEUTRAL	39	6%
		4	AGREE	106	16%
		5	STRONGLY AGREE	457	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	36	5%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	10	2%
		2	DISAGREE	7	1%
		3	NEUTRAL	44	8%
		4	AGREE	98	17%
		5	STRONGLY AGREE	373	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	46	8%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	21	3%
		2	LONG	34	5%
		3	ACCEPTABLE	145	22%
		4	SHORT	125	19%
		5	VERY SHORT	291	44%
		6	CAN'T ANSWER	0	0%
		7	BLANK	42	6%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	21	3%
		2	DISSATISFIED	5	1%
		3	NEUTRAL	21	3%
		4	SATISFIED	103	15%
		5	VERY SATISFIED	505	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	43	6%
11	Comments included?	1	YES	276	39%
		2	NO	434	61%
12	Name included?	1	YES	685	96%
		2	NO	25	4%
13	Telephone number included?	1	YES	530	75%
		2	NO	180	25%
14	E-mail included?	1	YES	347	49%
		2	NO	363	51%

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2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	4	1%
		2	SLOW	6	2%
		3	ACCEPTABLE	58	19%
		4	FAST	90	30%
		5	VERY FAST	136	45%
		6	CAN'T ANSWER	0	0%
		7	BLANK	11	4%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	10	3%
		2	DISAGREE	6	2%
		3	NEUTRAL	16	5%
		4	AGREE	60	20%
		5	STRONGLY AGREE	208	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	6	2%
		2	DISAGREE	6	2%
		3	NEUTRAL	19	6%
		4	AGREE	60	20%
		5	STRONGLY AGREE	207	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	7	2%
		2	DISAGREE	5	2%
		3	NEUTRAL	21	7%
		4	AGREE	42	14%
		5	STRONGLY AGREE	226	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	5	2%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	10	3%
		2	DISAGREE	6	2%
		3	NEUTRAL	25	8%
		4	AGREE	55	18%
		5	STRONGLY AGREE	199	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	9	3%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	13	4%
		2	DISAGREE	10	3%
		3	NEUTRAL	17	6%
		4	AGREE	52	17%
		5	STRONGLY AGREE	201	67%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	10	4%
		2	DISAGREE	5	2%
		3	NEUTRAL	31	12%
		4	AGREE	31	12%
		5	STRONGLY AGREE	166	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	13	5%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	13	4%
		2	LONG	22	7%
		3	ACCEPTABLE	66	22%
		4	SHORT	72	24%
		5	VERY SHORT	118	40%
		6	CAN'T ANSWER	0	0%
		7	BLANK	6	2%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	10	3%
		2	DISSATISFIED	9	3%
		3	NEUTRAL	14	5%
		4	SATISFIED	58	19%
		5	VERY SATISFIED	210	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	8	3%
11	Comments included?	1	YES	129	41%
		2	NO	184	59%
12	Name included?	1	YES	311	99%
		2	NO	2	1%
13	Telephone number included?	1	YES	261	83%
		2	NO	52	17%
14	E-mail included?	1	YES	151	48%
		2	NO	162	52%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	36	4%
		3	ACCEPTABLE	141	15%
		4,5	FAST	751	81%
		6,7	EXCLUDED	56	6%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	34	4%
		3	NEUTRAL	47	5%
		4,5	AGREE	880	92%
		6,7	EXCLUDED	41	4%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	33	3%
		3	NEUTRAL	51	5%
		4,5	AGREE	871	91%
		6,7	EXCLUDED	40	4%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	25	3%
		3	NEUTRAL	49	5%
		4,5	AGREE	883	92%
		6,7	EXCLUDED	38	4%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	37	4%
		3	NEUTRAL	65	7%
		4,5	AGREE	838	89%
		6,7	EXCLUDED	45	5%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	48	5%
		3	NEUTRAL	56	6%
		4,5	AGREE	816	89%
		6,7	EXCLUDED	42	4%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	32	4%
		3	NEUTRAL	75	10%
		4,5	AGREE	668	86%
		6,7	EXCLUDED	59	7%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	90	10%
		3	ACCEPTABLE	211	23%
		4,5	SHORT	606	67%
		6,7	EXCLUDED	48	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	45	5%
		3	NEUTRAL	35	4%
		4,5	SATISFIED	876	92%
		6,7	EXCLUDED	51	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	80	8%
		4,5	SATISFIED	876	92%
		6,7	EXCLUDED	51	5%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	26	4%
		3	ACCEPTABLE	83	13%
		4,5	FAST	525	83%
		6,7	EXCLUDED	45	7%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	18	3%
		3	NEUTRAL	31	5%
		4,5	AGREE	612	93%
		6,7	EXCLUDED	35	5%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	21	3%
		3	NEUTRAL	32	5%
		4,5	AGREE	604	92%
		6,7	EXCLUDED	34	5%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	13	2%
		3	NEUTRAL	28	4%
		4,5	AGREE	615	94%
		6,7	EXCLUDED	33	5%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	21	3%
		3	NEUTRAL	40	6%
		4,5	AGREE	584	91%
		6,7	EXCLUDED	36	5%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	25	4%
		3	NEUTRAL	39	6%
		4,5	AGREE	563	90%
		6,7	EXCLUDED	36	5%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	17	3%
		3	NEUTRAL	44	8%
		4,5	AGREE	471	89%
		6,7	EXCLUDED	46	8%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	55	9%
		3	ACCEPTABLE	145	24%
		4,5	SHORT	416	68%
		6,7	EXCLUDED	42	6%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	26	4%
		3	NEUTRAL	21	3%
		4,5	SATISFIED	608	93%
		6,7	EXCLUDED	43	6%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	47	7%
		4,5	SATISFIED	608	93%
		6,7	EXCLUDED	43	6%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	10	3%
		3	ACCEPTABLE	58	20%
		4,5	FAST	226	77%
		6,7	EXCLUDED	11	4%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	16	5%
		3	NEUTRAL	16	5%
		4,5	AGREE	268	89%
		6,7	EXCLUDED	6	2%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	12	4%
		3	NEUTRAL	19	6%
		4,5	AGREE	267	90%
		6,7	EXCLUDED	6	2%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	12	4%
		3	NEUTRAL	21	7%
		4,5	AGREE	268	89%
		6,7	EXCLUDED	5	2%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	16	5%
		3	NEUTRAL	25	8%
		4,5	AGREE	254	86%
		6,7	EXCLUDED	9	3%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	23	8%
		3	NEUTRAL	17	6%
		4,5	AGREE	253	86%
		6,7	EXCLUDED	6	2%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	15	6%
		3	NEUTRAL	31	13%
		4,5	AGREE	197	81%
		6,7	EXCLUDED	13	5%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	35	12%
		3	ACCEPTABLE	66	23%
		4,5	SHORT	190	65%
		6,7	EXCLUDED	6	2%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	19	6%
		3	NEUTRAL	14	5%
		4,5	SATISFIED	268	89%
		6,7	EXCLUDED	8	3%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	33	11%
		4,5	SATISFIED	268	89%
		6,7	EXCLUDED	8	3%